

Job Description

Job Title:	Reception Team Leader
Base:	Surgical Directorate, SFT
Band:	Band 4

Our Values

Our values are at the heart of everything we do. You can expect to see them in the way we act and the way we treat each other. Our values make us who we are.

Person Centred and Safe

Our focus is on delivering high quality, safe and person focussed care through teamwork and continuous improvement

Professional

We will be open and honest, efficient and act as role models for our teams and our communities.

Responsive

We will be action oriented, and respond positively to feedback.

Friendly

We will be welcoming to all, treat people with respect and dignity and value others as individuals.

Progressive

We will constantly seek to improve and transform the way we work, to ensure that our services respond to the changing needs of our communities

Main Purpose of the Job

The post holder is responsible for leading and co-ordinating the smooth and efficient running of the reception and notes preparation areas across the Trust, developing these teams to support the provision of a high quality, responsive and safe booking and administrative service for Patients, Divisional Managers, clinicians, and other stakeholders. The post holder should demonstrate commitment to the Trust's Vision and Values, motivating and inspiring commitment to these within the teams.

The post holder is responsible for the day-to-day operational management of services within the reception and notes prep areas, supported by the Reception Team Supervisors, and responsible for the line management of staff across the team.

To work directly with and to support Consultants, Lead Clinicians, junior medical staff, and other multidisciplinary professionals.

To work independently, prioritising and managing own workload quickly and accurately, responding to the needs of the department.



Main Responsibilities and Duties

Planning and Organisational skills

- Ensure provision of efficient and effective administrative service.
- To be responsible for the effective day-to-day operational management of services within the Reception and Notes Prep areas, leading and supporting staff compassionately and considering wellbeing.
- Allocate and re-allocate tasks, situations, and staff daily to meet organisational requirements. Problem solving when necessary to minimise disruption to services, more acutely at times of unplanned absences. Provide a flexible response and troubleshoot in cases of unforeseen problems
- To develop guidelines for departmental working, in conjunction with Trust Standard Operational Policies (SOP's), designing clear and concise documentation which supports system operation and is specific to user needs.
- To ensure that clinic data is entered onto Lorenzo in a timely manner and that all clinics are outcomed according to agreed SOP's. To ensure that data quality is maintained at a high standard in accordance with agreed policies, and that ongoing monitoring is carried out, using appropriate reporting methods. To ensure staff are aware of the impact on the Trust if the correct process is not followed.
- To provide direct support to frontline staff on data quality issues and to support ongoing training for new processes as they are developed.
- To organise reception meetings, producing the agenda and minutes, and ensuring actions are completed to the appropriate timescales.
- To support and participate in the work of the outpatient improvement teams within the Trust, attending user groups and supporting change processes to further develop the service.
- The post holder will work on own initiative to achieve agreed objectives and has freedom to act to undertake this within Trust policy.
- The post holder will be required to work autonomously to ensure the day to day compliance of the reception administrative teams with appropriate guidelines and standards within the patient pathway, RTT and other performance targets.
- Ensure that the service implements agreed service changes and policies.
- Complaint investigation and response for all formal and informal complaints within specified timelines for own area of responsibility.
- To carry out and monitor Risk Assessments within own area of responsibility as required.

- To understand ergonomic principles and promote the same to minimise the risk of ill health.
- To work with management and safety representatives on matters relating to the Health and Safety at Work Act.
- To be responsible for the care of equipment within your charge and the equipment or hazards (real or potential) are reported to line manager and contact internal/external equipment engineers.
- To report any untoward incidents involving patients, staff, or equipment to the Deputy Divisional Manager & Access Manager as soon as possible, and in accordance with hospital policy.
- Provide administration support to the clinical teams which provide the interface for patient contact and enquiries.

Responsibilities for People or Training

- The post holder will have direct line management responsibility for the Band 3 Reception Team Supervisors and will support these roles in their line management responsibility of the Band 2 Administration staff.
- Proactive management of administration teams annual leave to meet the needs of the service.
- Managing any sickness absence or Performance management concerns in accordance with the Trust Policy and Procedures.
- Take initial responsibility for local resolution of problems that arise among the staff (first line disciplinary/grievances), patient complaints or other issues; liaising closely with OD & People Department when necessary.
- Participate in risk management processes including the appropriate identification of adverse events and other such incidents, and their timely investigation and reporting on Datix.
- Undertaking annual appraisals for admin staff, setting objectives, providing support and development opportunities where necessary.
- Leading and organising recruitment processes, including advertising, shortlisting and interviewing; coordinating interviews and panels and being fully involved in the selection process in line with Trust Policies and Procedures.
- Coordinating and supporting in new staff member's inductions and training.
- Undertake mandatory training as required, ensuring staff within the administrative team are also compliant.

Communication and relationship skills

Internal:

- The post holder will need to ensure that there are good working relationships across the multi-disciplinary teams within the outpatient environment, ensuring professional standards are met.
- To establish and maintain close and harmonious relationships with all staff to ensure an effective exchange of information.
- As well as supporting the reception team, the post holder will need to liaise with a wide range of stakeholders including:
 - Consultants and multi-disciplinary professionals
 - Central booking department
 - Medical records team
 - Patient transport department
 - Off-site locations
 - Medical secretaries
 - Trust Management teams
 - Other departments such as Radiology, DSU and ward areas.
 - PALS

External:

- The post holder will be required to communicate with patients and relatives in a clear and effective way, empathetically and courteously, with due regard to patient confidentiality.
- Liaison with GP's and other referrers to ensure a seamless administrative pathway for patients through outpatient areas.

Responsibility for Information resource

- To support the reception team to ensure that all relevant information is available to clinical staff for outpatient appointments.
- To support the reception team in managing clinic workloads through the Trust's patient management system (Lorenzo).
- To monitor the data quality of information entered onto Lorenzo, assisting staff to update the system as required and to support staff with training requirements.



- To be responsible for ensuring that all information entered onto Lorenzo is maintained at the highest standards of data quality, which in turn ensures the Trust receives relevant payment for activity undertaken in an outpatient setting.

Budget Responsibilities

- This is not a budget-holder post; you will work closely with the Non-Clinical Services Manager and Divisional Management team to ensure the admin team is fully recruited.
- Ordering stationery, furniture, and small works requisitions for the department.

Other Factors

- The post holder will be working from a shared office, with much of the working day being based in reception areas.
- Physical effort – desk based work, with the requirement to be able to lift notes.
- Mental effort – concentration needed for long periods of time with frequent interruptions from staff requiring advice.
- Emotional effort – required to deal with angry or upset patients / relatives. To deal with distressing and emotionally demanding information.

Additional Information

The Trust may ask you to undertake other duties, as required, which are not necessarily specified in the job description, but which are commensurate with the grade of the post.

The job description itself may be amended from time to time in consultation with the post holder, within the scope and general level of responsibility attached to the post.

All post holders must take responsibility to ensure that they are aware of and adhere to all Trust policies, procedures and guidelines relating to their employment regardless of their position within the Trust.

Appendix A of this Job Description and Person specification details key information you should be aware of.





Person Specification

Job Title:	Reception Team Leader
Base:	Surgical Directorate, SFT

The following criteria will be assessed from information provided on your completed application form, during the shortlisting and assessment process, and by your referees.

Criteria	Essential	Desirable
Trust Values	We will expect your values and behaviours to reflect the Values of the organisation: Person Centred and Safe Professional Responsive Friendly Progressive	
Education, Qualifications & Training	Educated to GCSE Level, English Language and Math Grade C or above, or equivalent	Level 3 Apprenticeship in Team Leadership or equivalent knowledge and experience. Level 3 Apprenticeship in Business & Administration or equivalent knowledge and experience. ECDL or equivalent computer literacy, with experience in using Microsoft office.
Knowledge & Skills	Experience of staff and office management as a Team Leader or Supervisor. Excellent communication and relationship building skills, both verbal and non-verbal. Excellent organisational skills, being able to plan, organise and manage your own workload and the workload of the team. Ability to use and work on your own initiative, using your own judgement to find solutions using analytical and problem-solving skills. Able to work to deadlines. Ability to focus on detail.	Knowledge of healthcare processes and policies. Knowledge of NHS administrative procedures and targets.



	<p>Ability to deal with sensitive issues with staff, patients, and their relatives.</p> <p>Collaborative and effective team leader and team player.</p> <p>Willingness to help others.</p> <p>Knowledge of Windows and Office computer software including advanced keyboard and IT skills to include Excel, Word & PowerPoint Good interpersonal skills.</p>	
Experience	<p>Experience of working in an admin management post of a minimum of 2 years.</p> <p>Experience in aspects of staff management including leading and required Human Resource procedures with individuals.</p>	<p>Experience of working in a busy office environment in a healthcare setting.</p>



Appendix A

Additional information applicable to all posts

Confidentiality

During the course of your employment, you may see, hear or have access to information on affairs of patients and staff. Post holders may only use information as appropriate to carry out their normal duties.

Post holders must not disclose personal, clinical or commercial information to any unauthorised third party; any such disclosure will be investigated and may lead to disciplinary action and possible dismissal. You must adhere to the Trust Data Quality Policy and be fully versed in the responsibilities outlined for your job role.

These obligations are in line with common law duty of confidentiality, Caldicott Principles. Data Protection Act 2018 Freedom of Information Act 2000.

Equality and Diversity

The post holder must comply with all Trust policies and procedures designed to ensure equality of employment and that services are delivered in ways that meet the individual needs of patients and their families.

The post holder must promote equality, diversity and human rights for all and treat others with dignity and respect. No person whether they are staff, patient or visitor should receive less favourable treatment because of their gender, ethnic origin, age, disability, sexual orientation, religion etc.

Quality and Safety

Patient, service/facility user and staff safety is paramount at Salisbury NHS Foundation Trust. The post holder will promote a just and open culture to reporting of incidents and adverse events. The post holder should be aware of current health and safety policies of the Trust and are required to co-operate with management and safety representatives on matters relating to the Health and Safety at Work Action, including the Radiation Protection Supervisor. They must attend all mandatory health and safety training. They are also required to maintain a safe working environment for patients, visitors and employees and report any accidents or dangerous incidents promptly. They should use protective clothing and equipment where provided.

Vetting and Barring Scheme

The Vetting and Barring Scheme was created to ensure that the Trust has the most robust system possible for preventing those who seek to harm children, or vulnerable adults, from gaining access to them through work or volunteering.

It is a criminal offence for someone barred from regulated activity working with vulnerable adults or children to seek this employment. Any employer who knowingly pursues the employment of someone barred from working with vulnerable adults or children are liable for prosecutions.

Infection Control

To ensure the practice of self and others is at all times compliant with infection control, including hand hygiene policy and procedures. Hand hygiene must be performed before and after contact with patients and their environment. To undertake mandatory annual training/updates in infection prevention and control.

Government and Risk

Adhere to Trust policies, procedures and guidelines. Follow professional and managerial codes of conduct as applicable to the role. Take active steps to prevent theft or fraud in the workplace.

Duty of Candour

The post holder is also required to ensure compliance with the statutory "duty of candour". This is a legal duty to inform and apologise to patients if there have been mistakes in their care that have led



to significant harm. It is aimed at helping patients receive accurate, truthful information from health providers achieving a wholly transparent culture.

Data Quality

The Trust recognises the role of reliable information in the delivery and development of its service and in assuring robust clinical and corporate governance. Data Quality is central to this and the availability of complete, comprehensive, accurate and timely data is an essential component in the provision of high quality health services. It is therefore the responsibility of all staff to ensure that where appropriate, information is recorded, at all times, in line with the Trust's Policy and Procedures for Data Quality.

Safeguarding

To safeguard and promote the welfare of children and young people in compliance with Trust and staff responsibilities under Section 11 of the Children Act 2004; to follow Trust safeguarding children and child protection policies and guidelines and undertake appropriate mandatory training and updates in safeguarding children/child protection.

By following Trust policies in relation to Safeguarding Adults, staff will ensure that they work with other agencies to protect all adults from abuse at any time.

COVID Vaccination

During the COVID-19 pandemic, it has been necessary to take significant steps to protect the health and safety of our staff, service users and those attending our sites. In order to comply with our duty of care, we continue to encourage and support our staff to have the COVID vaccine in order to protect themselves, colleagues and their patients as this is the best line of defence against COVID-19.

Training and Personal Development – continuous professional development

There is a requirement for all Trust employees to take part in an annual appraisal; this can be in the capacity of facilitating staff appraisals and participating in their own appraisal and development plan.

The post holder must take responsibility in agreement with his/her line manager for his/her own personal development this includes attending all Trust Statutory and Mandatory training allocated for the role.

In addition the post holder must be aware of their education responsibilities within their area of work. All Healthcare Professionals have a responsibility to support and educate students/trainees and other learners in practice.

Sustainability and Carbon Reduction

Every member of staff is encouraged to take responsibility for energy consumption and carbon reduction and is expected to incorporate the agenda of sustainability, carbon and health in their daily work.

Flexible Working

We support flexible working and will consider requests taking into account the needs of the service.

